



Accu-Med Services, Inc.
An Omnicare Company

Case Study One

ELECTRONIC MEDICAL RECORD

The department of Health Services of the state of IL has been pushing the IL VA homes to move beyond their paper based systems to be more compliant with the Federal Electronic Medical Record goals outlined in the American Recovery and Reinvestment Act, (signed into law on February 17, 2009).

The **IL Veterans Home in Anna** currently utilizes Accu-Care Clinical software and the Chart2Go electronic point of care charting system. The Management team at the Illinois Veterans Home in Anna, under the leadership of Ret Lt. Col. Linda Hadley, RN, MPH, LHNA, Jennifer Hall, RN, DON and Rene Brimm, Health Information Administrator (far right in above picture), accepted this monumental challenge working with their current Accu-Med software applications.

After thoughtful analysis they mapped out a plan to implement electronic charting in September 2008. They've made great strides and ultimately using a little administrative muscle power moved from a predominantly paper based system to e-documentation by January 2009. They may not be 100% paperless but with their success they feel confident that they will get there. It does require strong administrative commitment to effect such change. Besides assessments and care plans they are capturing electronic progress notes and CNA charting, including; weights, vitals, meal intake, ADL's, bathing, elimination, restorative services, etc.

The Accu-Care clinical software and Chart2Go portable electronic charting systems were already in place but were not being fully utilized by the staff. The management team also realized that in order to properly make this shift from a paper based system to e-documentation would require:

- A strong support network both internally and from their vendor.

- Staff buy-in to the concept of electronic documentation would be critical. Listening and responding to staff feedback was essential to promote their ownership in the program.

- It was also important to identify a preceptor on each shift to encourage and teach the other staff during the normal day to day activities and to train new hires.

- Management ultimately set a firm deadline for retiring all CNA paper documentation, replacing it with the Chart2GO system.

Administrative staff reviewed the capabilities of the Accu-Care clinical program and chose to implement progress notes, care plan, assessment, and admissions with the intent of having facility wide compliance with the objective of doing most of their charting on the computer. They ran the paperless program in parallel with the current paper system for a short period of time and then made a very successful change over to e-charting only.

Jennifer Hall RN, DON identified the following reasons contributing to the success of this program.

- As her staff was making the transition, AMS support staff was actively involved in the day to day activity to help staff members make the appropriate adjustments to the new Chart2Go charting system.

- Helping the staff develop a new workflow ensured a quicker acceptance and compliance process.



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Direct Care staff was encouraged to comment on issues and challenges that impeded their progress. The two way communication between direct care givers and administration improved the process. Management's effort to share their issues with Accu-Med Services permitted quick turn-around to deliver necessary programmatic changes timely to ensure that all major obstacles were addressed and resolved as efficiently as possible.

A key point was made that the Accu-Med quickly took the ideas from the front line staff and made the modifications so that the product worked better for the team. The CNA's were elated from the responsiveness of AMS to their programming needs. That alone created a sense of ownership in the project. The CNA's were actually in disbelief when all of the enhancements they requested were delivered.

A super user was identified on each shift to help further support new staff as they started the program and to encourage the proper use of the Chart2Go system.

And key to the overall success of the system was the buy in from the management staff. With total support they were able to move toward Electronic Medical Records.

Staff at IL Veterans Care Home at Anna continues to expand their usage of both the Accu-Care Clinical software and the Chart2Go portable electronic charting system. Having a good software program is only part of the story. Having a vendor with attentive support and training staff and actively listening to customers needs to provide the enhancements most needed by the customer is what gives any software program a successful outcome.

The IL Veterans Care home understands the importance of proper planning, day to day support during the transition, getting immediate feedback from the staff as to the success of the implementation process and making adjustments to accommodate staff concerns were all paramount to the success of this program. They do not necessarily find it saves time, but it does improve the integrity of the data and access to resident information and outcomes they otherwise wouldn't have had.